Food Protection Program FUNCTIONAL REQUIREMENTS DOCUMENT (FRD)

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Table of Contents

	Page
Acro	onymsiv
Glos	ssaryv
Doc	ument Purpose1
Intro	oduction1
Ven	dor Requirements2
I. Ge	eneral Functionality3
A.	Work Queue or Activities List3
B.	Synchronization3
C.	Validations4
D.	Searching and Viewing5
E.	Saving5
F.	Printing5
G.	Emailing 6
Н.	User-defined fields6
I.	Reporting6
J.	Role-based access7
K.	Data/Software Conversion7
L.	Updates and Upgrades7
М.	Training7
N.	Security Requirements8
О.	Performance Requirements9
P.	Availability Requirements10
Q.	System Environment Needs10
R.	Network Needs11
S.	Backup and Recovery Needs11
II. M	ain Software Application Functionality12
A.	Registration Process12
B.	Inspection Process13
C.	Complaints Process14

Table of Contents

		Page
D.	Food Samples Process	15
E.	Plan Review Application and Questionnaire (PR&Q) Process	16
F.	Operators Response to Inspection (ORI) Process	17
G.	Training Activities	17
Н.	Inspection Schedules	17
I.	Interfacing with other Systems	18
J.	General System Maintenance	18
K.	Other Required functionality	19
<i>III.</i> И	Veb Functionality	19
A.	Web Registration Process	19
B.	Web Complaints Process	20
C.	Web Plan Review Application and Questionnaire (WPR&Q) Process	21
D.	Web Operators Response to Inspection (WORI) Process	22
E.	Public Access to Inspections via the Web	23

ACRONYMS

FPP	Food Protection Program
ISDH	Indiana State Department of Health
LHD	Local Health Department
IOT	Indiana Office of Technology
CISO	Chief Information Security Officer
HACCP	Hazard Analysis and Critical Control Point

v. Page | iv

GLOSSARY

Regulatory Authority	Indiana State Department of Health Food Protection Program or Indiana Local Health Department
Food Protection Data	All data that is captured, stored, and used by the Regulatory Authority
Food Establishment	Sites and locations that handle food in some form and must be inspected for compliance with sanitation regulations
Business Owner (or Operator)	Individual or entity who owns or operates a food establishment
Retail Food Establishment (State Retail or County Retail)	An operation that stores, prepares, packages, serves, vends, or otherwise provides food for human consumption
Wholesale Food Establishment	An operation that manufactures and/or distributes to another entity for resale or distribution – ISDH only
Registration	Signing up with the Regulatory Authority in order to distribute food in the State of Indiana
Registration Certificate	A document received from the Regulatory Authority stating that a food establishment has signed up to do business in the State of Indiana
Permit/License	A document that gives legal permission for food businesses to operate as food establishments in the State of Indiana
Inspection	Dates and details of food establishments documenting the conditions, violations, follow-up requirements, etc.
Hazard Analysis and Critical Control Point (HACCP)	A systematic preventive approach to food safety

V. Page | v

Complaint	An issue that is brought to the attention of the Regulatory Authority about a food establishment or food product
Plan Review Application and Questionnaire	A plan detailing the construction or remodeling of a retail food establishment
Sample	Any food or food product that requires examination by the Regulatory Authority in order to determine if it is unsafe for citizens
Central Repository	A repository that will contain all FPP food related data collected by all Regulatory Personnel – FPP and LHD users
Central System	The main software application containing the central repository
Central Users	FPP and LHD connected users
Mobile Unit Repository	A disconnected repository that will contain FPP food related data collected by individual field users. This repository shall mirror the Central Repository
Disconnected mobile system	A disconnected unit containing a stand-alone version of the main software application
Mobile Users	Users who work in the field via a disconnected, stand-alone unit (i.e. tablet PC, laptop) – FPP and LHD users
Synchronization	A process in which to combine data collected in the field with data that is already stored in the central repository

VI. Page | vi

DOCUMENT PURPOSE

The purpose of this document is to define the functional requirements for the Food Protection Program (FPP) food inspection system.

The proposed system should be a software application that contains a central system along with disconnected mobile units that mirror the central system functionality. The disconnected units should be capable of working offline and synchronizing with the central system. Both applications shall be designed to register food establishments and maintain food related data for the State of Indiana.

The system shall be developed based on Food Protection Program (FPP) guidelines and captured data shall be grouped, cross-referenced, joined, etc. in a manner relevant to the business of food protection. As an example, the system shall be designed to associate all food related activities with the correct food establishment, staff member, county, or other food related elements.

INTRODUCTION

This document is divided into three major sections: 1) General Functionality, 2) Main Software Application Functionality, and 3) Web Functionality.

The General Functionality section describes those capabilities that span the entire system, both central and mobile. The Main Software Application Functionality section describes features that are specific to each FPP process. Main Software Application Functionality may pertain to the central system, the mobile system or both. The Web Functionality section describes those features that shall be part of the required Web component.

VENDOR/CONTRACTOR REQUIREMENTS

 $Please\ Refer\ to\ Attachment\ F,\ Technical\ Proposal\ Template,\ Section\ 2.4.1\ for\ a\ Functional\ Requirements\ Checklist.$

I. GENERAL FUNCTIONALITY

The following functionality shall span the entire system and apply to all users unless otherwise noted.

A. WORK QUEUE OR ACTIVITIES LIST

Work Queues shall be the driving force within the system as a majority of all food related tasks shall be listed in a work queue or activities list. The proposed system shall provide the following work queue capabilities:

- 1. List daily activities, inspection activities, training dates, items awaiting review and other items related to FPP daily business
- 2. Automatically add, delete, update, and modify items
- 3. Allow users to manually add, delete, update, and modify items
- 4. Automatically and manually highlight or mark items that are due, overdue, pending, transferred, completed, etc.
- 5. Allow users to manage items in a work queue (i.e. sort items, mark completed items, review, verify, reassign items to another work queue, etc.)
- 6. Remind staff of upcoming events such as training or inspections
- 7. Allow managers, supervisors, and other authorized users the ability to monitor work, perform status checks, notify users, etc.

B. SYNCHRONIZATION

The system shall be able to merge data captured in the mobile unit repository with data in the central repository after field inspectors have registered a business, inspected an establishment, or performed other food related activities.

The proposed system shall provide the following synchronization capabilities:

- 1. A 'synchronize' option to move field data to the appropriate central user's work queue to be reviewed then saved in the central repository.
- **2.** Mobile units shall be updated to reflect all relevant data that resides in the central repository
- **3.** The system shall notify users, supervisors, etc. if users do not synchronize within a specific timeframe. The timeframe shall be set by the FPP.

C. VALIDATIONS

The system shall validate, or make sure all collected data is applicable, valid, and formatted correctly. The validation process shall enable users to find errors during the data entry process for both the Main Application and the Web components. **The system should not alert or warn using popup windows**. All errors will be captured and displayed as users enter information. The system shall allow users to fix the information as needed. The system shall not allow users to accept a record until all the data elements are valid.

The proposed system shall provide the following validation capabilities:

- 1. Basic Validations: users must be prompted to correct the basic data entry errors such as valid dates, numbers, names, field formats, required fields, etc.
- 2. Automatic edits at time of data entry:
 - a. Automatic messages will appear to the user immediately after data is entered for a given item. A message will display if there are issues with particular data (i.e., data out of range or inconsistent with other information) and allow the user to immediately modify the data.
 - b. Cross-item edits should be performed: for example, the system shall perform a cross-check between the 'consumer complaint form attached' item and the presence of a related complaint form in the system. The user should not have discretion as to whether the validation is performed.
- 3. Ability to edit related items together: users should be able to readily modify data entered for all related items when an edit has identified a problem. The user should be able to correct all related items since any item could be inaccurate.
- 4. The system shall perform other relevant validations where appropriate.

D. SEARCHING AND VIEWING

The system shall provide the capability to search for and view records based on several criteria.

The proposed system shall provide the following searching and viewing capabilities:

- 1. The option to search for "Exact Words", "Wild Card Search", and Exact Values
- 2. Search from multiple locations, i.e. data entry screens, and/or specific search screens
- 3. Advanced searching searching on multiple criteria (ex. Establishment name and owner name)
- 4. Search for records based on user role
- 5. Management shall have the ability to search for all records
- 6. Search historical records
- 7. Provide multiple sorting options
- 8. Sorting capability for all search results
- 9. Additional sorting options shall be identified by the FPP

E. SAVING

The system shall provide the capability to save records throughout the application. The general 'save' functionality shall be as follows:

- 1. Provide options to save data where appropriate
- 2. Allow users to save complete and incomplete records to the system. Once data is in the repository it can be modified, updated, searched, viewed, reported, etc.
- 3. The system shall retain or 'save' changed data for historical purposes.

F. PRINTING

The system shall provide users an appropriate 'print' option for the following items: registration certificates, inspection reports, inspection forms, registration forms, complaint forms, sample forms, all reports (including ad-hoc), and other food related documentation and information. The system shall be capable of generating items in PDF file format and other appropriate formats. Option to print permits, licenses is allowed only to State central and field staff.

G. EMAILING

The system shall have email capabilities so that users are able to email (in PDF format for instance) reports, forms, and other food related information (with attachments).

H. USER-DEFINED FIELDS

The system shall allow for an unlimited number of user-defined fields to be added where appropriate. For instance, if a date field is needed on the inspections data entry form, authorized users (i.e. administrators) shall be allowed to add the field. The system shall then provide the capability for the newly added field to be pushed out to all other users.

I. REPORTING

1. General reports:

- a. Provide users with predefined reports based on FPP guidelines.
- b. Accurate and custom-tailored data reporting
- c. Dashboard capabilities to provide data analytics

2. Ad-hoc/customizable reports:

- a. Provide a reporting tool for end users to create customizable, reusable reports. The reporting tool shall have the following capabilities:
 - User Interface showing familiar business data and information to develop relevant Food Protection reports
 - Wizard to create reports
 - Report preview
 - In-place editing
 - Multi-column reports
 - Mail merge reports
 - Reusable reports
 - Multiple controls available (charts, graphs, check boxes, lines, labels, etc.)
 - Summary reporting
 - Supports calculations
 - Supports hyperlinks within documents
 - Other relevant capabilities to the activities of the FPP

I. ROLE-BASED ACCESS

All system access shall be based on user roles as defined by the FPP. Each role shall allow users access to perform specific system functions. All users will be authenticated through the system via their username, password, and other criteria deemed necessary by the FPP.

The following roles shall be part of the FPP system. The FPP may add or modify roles as needed.

- 1. **Technical Role**: includes minimal system maintenance researching errors, facilitating patches, software backups and other processes required to keep the system in working order. **This role shall not include program code maintenance and fixes.**
- 2. **Administrative User Role**: responsibilities include setting up user groups, defining permissions, creating user defined fields, maintaining tables, and other functions needed to maintain the system.
- 3. System User Role: uses the system daily to add and maintain food protection data
- 4. **System Trainer Role:** responsibilities include training System Users on the functionality of the system adding, searching, managing and maintaining records, etc.

K. DATA/SOFTWARE CONVERSION

The Vendor shall be responsible for converting all food protection data to the appropriate format.

L. UPDATES AND UPGRADES

The Vendor shall provide all system updates and upgrades via on-line download.

M. TRAINING

- 1. The selected Vendor shall provide individual and/or group training to support all roles as defined in the **Role-Based Access** section of this document.
- 2. The FPP shall select any number of individuals to be trained in any role.
- 3. All training shall be performed at 2 North Meridian, Indianapolis, IN 46204 or other location convenient to the FPP.

N. SECURITY REQUIREMENTS

The system shall provide measures that protect all captured data from unauthorized access, unintended use, disruption, unauthorized modifications, and destruction.

- 1. The software application must comply with the State of Indiana Information Security Framework. Reference: http://www.in.gov/iot/files/Information Security Framework.pdf
- 2. All network transactions that involve protected information shall be encrypted
- 3. Users shall be required to log into the central and local applications to perform Food Protection activities using secure log-in information.
- 4. The system shall provide role-based security such that only authorized users will have access to specific data
- 5. The system shall permit only approved personnel to create and edit reports and edit forms
- 6. The system shall permit business owners to access the Web Registration function, Plan Review Applications Function, and Operator Response to Inspection Function via the FPP website.
- 7. The system shall permit the general public to access the Complaint function via the FPP website
- 8. The system shall permit the general public to view Inspection reports via the FPP Website
- 9. Per IOT Policy, access to network resources requires user verification. Users and devices must use encrypted authentication mechanisms unless otherwise granted an exception by the CISO
- 10. Per IOTs Outsource Service Agreement, outsourcers (Vendors outside of state government) shall comply completely with state security. Reference: http://www.in.gov/iot/files/Information Security Framework.pdf
- 11. Vendors must adhere to the provisions of the Information Resources Use Agreement (IRUA). Reference: http://www.in.gov/iot/IRUA.htm
- 12. Vendors must adhere to the provisions of the Information Technology Enterprise Architecture Requirements. Reference http://in.gov/iot/2394.htm
- 13. The system shall be tested with Federal Desktop Core Configuration 1.2 on XP workstations
- 14. The application shall be tested with Windows 7
- 15. The system shall not require administrative rights to run
- 16. The Vendor shall explain the "encryption" algorithm used to encrypt the password in the registry

O. PERFORMANCE REQUIREMENTS

The following general performance requirements must be present in the final product. Additional or more stringent performance requirements may be placed upon the product as the need arises.

1. Response Times:

- a. The central repository shall respond to central user requests within 1-2 seconds on average
- b. The mobile unit repository shall respond to field user requests within 1-2 seconds on average
- c. The mobile unit repository shall complete the synchronization process with the central repository within 3 minutes on average
- 2. How many users can work simultaneously:
 - a. The central system (**excluding Web functions**) shall allow at a minimum 500 concurrent users without diminishing response times
 - b. The central system shall allow 200 concurrent users during the synchronization process without diminishing response times

3. Scalability:

- a. The system shall grow by 1 Gigabyte for every 3,000,000 records added to the database (this can be adjusted in the future if needed)
- 4. File Transfer and Batch Processing:
 - a. The system shall support Batch processing. Specific setups shall be developed during the design phase of this project.
 - b. The system shall process all food related batches regularly. Specific batch processes and specific batch times shall be set by the FPP

P. AVAILABILITY REQUIREMENTS

The system shall be available to the users at all times. If a problem occurs that brings down the system without warning, users shall be notified as soon as possible. Whenever availability is interrupted, a notice shall be sent to FPP management when the system is again available. FPP management will notify all users of system availability time.

- 1. The system shall be available for 24 hours per day, 7 days per week, 365 days per year
- 2. The system shall have an uptime of 99.95% including maintenance time
- 3. Users shall be notified 2 days prior to bringing down the system

Q. SYSTEM ENVIRONMENT NEEDS

The new system needs a specific hardware and software environment. The following environment is required to support the needs of the new system (all items shall be provided by the ISDH IOT):

- 1. Dedicated or Shared SQL Server Database supported per IOT: including but not limited to; support employees, hardware, database licensing, operating systems and annual maintenance, data backup and recovery, installation of database software, database performance monitoring and problem troubleshooting and resolution.
- 2. Windows Operating System
- 3. Storage Area Network (SAN Storage)
- 4. Tablet PCs:
 - a. Microsoft Windows 7 Professional or higher
 - b. Minimum processor speed: 2 GHZ
 - c. Minimum RAM: 4 GB
 - d. 120 GB hard-disk space
 - e. CD ROM Drive
 - f. Internal Wi-Fi
- 5. Desktop PCs:
 - a. Microsoft Windows 7 Professional or higher
 - b. Minimum processor speed: 2 GHZ
 - c. Minimum RAM: 4 GB
 - d. 160GB hard-disk space
 - e. Internet Access
 - f. Wired Connection

R. NETWORK NEEDS

The new system has specific needs in terms of network connections, bandwidth, and general network environment. The following network attributes are required to support this system:

- 1. LHDs Central Office:
 - a. Internet Connectivity
 - b. Standard T1 Line
 - Bandwidth: 1.544 Mbps
- 2. FPP Central Office:
 - a. Internet Connectivity
- 3. FPP Field Users:
 - a. Internet Connectivity
 - b. VPN
- 4. LHD Field Users:
 - a. Internet Connectivity
- 5. Other Users: Business Owners and the General Public
 - a. Access to the FPP website. Note: the FPP website is open to the general public

S. BACKUP AND RECOVERY NEEDS

Backup and recovery services are provided by IOT. This section describes the backup needs for this system.

- 1. System Backups:
 - a. Full system backup shall be performed: Initial backup
 - b. Daily, Incremental backups shall be performed: only new data shall be backed up
- 2. System Recovery:
 - a. Data shall be stored for 1 year in the VERITAS backup library for the purposes of data retrieval and database restores per IOT
- 3. System Storage:
 - a. As response time diminishes, data storage will become imminent. A solution for Long-term data storage (archiving) shall be discussed with IOT at that time

II. MAIN SOFTWARE APPLICATION FUNCTIONALITY

The following functionality refers to specific processes within the proposed inspection system.

A. REGISTRATION PROCESS

This process focuses on businesses signing up with the FPP in order to distribute food in the State of Indiana through registration.

The following data elements are required for the registration process. The FPP may add additional data elements during the design phase of the project:

- Business Owner Name
- Business Owner Mailing Address
- Business Owner Telephone Number
- Establishment Name
- Establishment Physical Address
- Establishment Mailing Address
- Establishment Telephone Number
- Business Type (Wholesale)
- Establishment County Name

The system shall provide the following functionality for the Registration Process:

- 1. Provide options to add, delete, update, and modify appropriate information for business registrations
- 2. Validate business registration data based on validation rules
- 3. Provide sorting of appropriate registration data
- 4. Provide searching and viewing capabilities of appropriate registration data
- 5. Provide capability to print a business registration certificate
- 6. Provide capability to print a license/permit
- 7. Capable of capturing fee information
- 8. Capable of generating and printing invoices
- 9. Create a unique identifier upon completing a new registration application. The unique identifier shall be based on the location and county (street address and other criteria) of the establishment
- 10. Create a **new** unique identifier when one of the following **essential data** elements changes for an establishment: business owner, establishment name, establishment address. The **new** unique identifier shall be linked to the old unique identifier for historical purposes.
- 11. Automatically validate and accept changes into the system when **non-essential data** is changed on the registration application (i.e. email address is added). This should not create a unique identifier
- 12. Save complete or incomplete registration applications in a work queue for later
- 13. Transfer complete or incomplete registration application data to a work queue
- 14. Allow authorized users to 'accept' a registration application into the system or 'reject' a registration application from being saved to the system based on specific criteria

B. INSPECTION PROCESS

This process includes documenting dates and details of food establishment conditions, violations, follow-up requirements, etc.

The following data elements are required for the inspection process. The FPP may add additional data elements during the design phase of the project:

- Establishment Name
- Establishment Address
- Business Owner Name
- Establishment ID Number
- Inspector Name
- County Name
- Inspection Purpose
- Menu Type
- Inspection Date
- Signature of Inspector and Business owner or agent
- Violations

The system shall provide the following functionality for the Inspection Process:

- 1. Provide options to add, delete, update, and modify appropriate information for inspections including violations, notes, images, and other items related to inspections for establishments using the central system and field units (Laptops, tablet PCs, etc., will be disconnected from the network during data entry) (see attached: Inspection Report).
- 2. Validate inspection data based on validation rules
- 3. Provide sorting of appropriate inspection data
- 4. Provide searching and viewing capabilities of appropriate inspection data
- 5. Pre-populate fields upon search prior to adding inspection data
- 6. Print inspection reports in the field or the central office
- 7. Electronic signature capture
- 8. Remove electronic signature(s) when inspection data changes
- 9. Save incomplete inspections to central and field user's work queue to be completed at a later date
- 10. Synchronize with the central system to upload inspection records to the appropriate work queue
- 11. Allow download of all newly captured information in the central repository based on user role
- 12. Provide central users an option to mark each inspection record as 'reviewed'
- 13. Provide an option for central users to commit inspections to the central repository

C. COMPLAINTS PROCESS

This process handles issues that are brought to the attention of the FPP about a food establishment or food product.

The following data elements are required for the complaints process. The FPP may add additional data elements during the design phase of the project:

- Establishment Name
- Establishment ID Number
- Establishment Address
- Complaint Type
- Complaint Description
- Injury Indicator (Y/N)
- Illness Indicator (Y/N)
- Sample Collected Indicator (Y/N)
- County Name

- Complaint Staff Name
- Date of Complaint
- Complainant Name
- Complainant Address
- Complainant Phone Number
- Product label
- Manufacturer/Distributor indicator
- Manufacturer/Distributor Name

The system shall provide the following functionality for the Complaints Process:

- 1. Provide options to add, delete, update, and modify appropriate information for consumer complaints
- 2. Validate complaint data based on validation rules
- 3. Provide sorting of appropriate complaints
- 4. Provide searching and viewing capabilities
- 5. Pre-populate fields upon search prior to entering a complaint
- 6. Provide an option to print complaint reports
- 7. Automatically move complaint to correct work queue to be reviewed
- 8. Allow user to manually move a complaint to the appropriate staff work queue to be reviewed. For example, if the complaint is regarding a Morgan County food establishment, then the complaint shall be moved to the state staff who is handling Morgan County work cases.
- 9. Allow the central user to search for an associated food establishment
- 10. Allow the central user to add a new complaint to a food establishment
- 11. Allow the central user to add an establishment if it does not exist in the system so a complaint can be added
- 12. Allow the user to move an incomplete complaint record to the appropriate work queue to be worked at a later time
- 13. Allow authorized field users access to complaints so they may provide assistance in the field
- 14. The system shall notify authorized users when more than 2 complaints of illness originate from the same establishment
- 15. The system shall notify authorized users when more than 2 complaints are filed with the FPP indicating the same illness
- 16. The system shall notify authorized users when more than 2 complaints originate from the same establishment but may not necessarily be due to illness
- 17. The system shall notify authorized users based on other criteria set by the FPP

D. FOOD SAMPLES PROCESS

This process focuses on any food or food product that requires examination by the FPP in order to determine if it is unsafe for citizens. Samples are usually associated with a Compliant or Surveillance.

The following data elements are required for the food samples process. The FPP may add additional data elements during the design phase of the project:

- Sample Number
- Sample Description
- Sample Origin (consumer, surveillance, etc)
- Sampling Description
- Consumer Complaint Form attached indicator (Y/N)
- Complaint Number
- Suspected Foodborne Illness Investigation Narrative Report Form attached indicator (Y/N)
- Analysis Requested indicator (Y/N)
- Jurisdiction
- Laboratory Name
- Processor Name

The system shall provide the following for the Food Samples Process:

- 1. Provide an option to add, delete, update, and modify appropriate information for the samples process
- 2. Print samples reports
- 3. The system shall allow central users to add sample records to associated complaint records for an establishment
- 4. Authorized field users shall have access to sample records so they may provide assistance in the field
- 5. Allow incomplete samples records to be saved to the central users work queue to be completed at a later time if needed

E. PLAN REVIEW APPLICATION AND QUESTIONNAIRE (PR&Q) PROCESS

This process includes documenting plans to help Wholesale food establishments maintain compliance.

The following data elements are required for the PR&Q process. **The FPP may add additional data elements during the design phase of the project**:

- Business Owner Name
- Business Contact Person
- Business Telephone Number
- Business Mailing Address
- Establishment Name
- Establishment Telephone Number
- Establishment Address
- Projected Start Date for Project
- Projected Due Date for Project
- Project Number
- Engineer/Architect Name
- Engineer/Architect Contact Person
- Engineer/Architect Telephone Number
- Engineer/Architect Mailing Address

The system shall provide the following for the (PR&Q) Process:

- 1. Provide options to add, delete, update, and modify appropriate information for the plan review applications (see attached: PR&Q forms)
- 2. Allow users to print plan review applications and questionnaires
- 3. The system shall **NOT** allow central users to 'accept' plan review applications and Questionnaires into the system until all required data (i.e. construction plans) has been received by the FPP. The system shall hold Plan Review Applications and Questionnaires in the appropriate queue until an authorized central user receives the required data and releases the hold.

F. OPERATORS RESPONSE TO INSPECTION (ORI) PROCESS

This process helps business owners provide feedback to the FPP.

The following data elements are required for the ORI process. **The FPP may add additional data elements during the design phase of the project**:

- Business Owner Name
- Establishment Name
- Establishment Address
- Comments

The system shall provide the following for the ORI Process:

- 1. Provide options to add, delete, update, and modify appropriate information for the ORI form
- 2. Allow users to print ORI forms
- 3. Track ORI forms by inspector, establishment or other FPP criteria

G. TRAINING ACTIVITIES

The system shall provide the following for Training Activities:

- 1. Capture general training and other activities for all FPP personnel. All activities such as meetings, presentations, employee training (excluding Standardization), conferences, etc. shall be associated with FPP staff members based on inspector identifier.
- 2. If a training inspection is considered a 'routine inspection' then that inspection shall be associated with the inspector <u>and</u> the establishment. The inspection shall be associated with the trainer as simply a training activity.

H. INSPECTION SCHEDULES

The system shall provide the following for Inspection Schedules:

- 1. Allow authorized central users to develop inspection schedules based on the availability of inspectors (field users), risk factors, and other criteria that are deemed relevant
- 2. Support the development of daily, weekly, monthly schedules for staff members
- 3. Provided a unique schedule to each user via the system
- 4. Provide a notice to field users showing additions, updates, changes, etc. to their schedule at any given time

I. INTERFACING WITH OTHER SYSTEMS

The system shall be capable of interfacing with other systems within the FPP's scope of work. For instance, the FPP shall interface with counties that have their own inspection systems and capture inspection data that has already been collected.

- 1. The system shall be capable of receiving data
- 2. The system shall be capable of processing data received
- 3. The system shall be capable of sending data

J. GENERAL SYSTEM MAINTENANCE

The system shall provide authorized users (i.e. administrators) the ability to perform system maintenance when the need arises. The system shall provide options to add, modify, update or delete the following items and other items as needed:

- 1. Add and maintain Groups (i.e. Read, Read & write, Admin etc.)
- 2. Indiana Food Code
- 3. Inspectors/Staff
- 4. Violation Codes
- 5. Complaint Type Codes
- 6. Food/Product Categories
- 7. County Codes
- 8. State Codes
- 9. Region Names
- 10. Facility Types
- 11. Inspection Purpose/Types
- 12. Standardization Officers
- 13. Violation Classes
- 14. Industry Codes
- 15. Industry Code Extensions
- 16. Location Status Codes
- 17. Event Locations (ex. Fairgrounds)
- 18. Event Types (ex. Fairgrounds)
- 19. Event Coordinators (ex. Fairgrounds)
- 20. Special Event Occurrence List (ex. Consulting, presentations)
- 21. Other system items as needed such as forms, system tables, reports, etc.

K. OTHER REQUIRED FUNCTIONALITY

- 1. Support invoicing and fee calculations
- 2. Support exporting files to Excel, PDF, HTML, etc.
- 3. Create all data and records, where appropriate, with a time and date stamp
- 4. Ability to add and maintain other FPP related items or elements not listed in this document.
- 5. Provide Audit Trails

III. WEB FUNCTIONALITY

The following Web functionality shall be included as part of the system. Each of the following processes must be accessed via a link from the FPP's public website and ultimately interact with the central database.

A. WEB REGISTRATION PROCESS

This process focuses on businesses signing up with the FPP in order to distribute food in the State of Indiana through registration. The Web registration shall allow businesses to access the FPP website to register their food business on-line.

The system shall provide the following for the web registration process:

- 1. Allow businesses to add, delete, update, and modify appropriate information for business registrations
- 2. Validate business registration data based on validation rules
- 3. Create a unique web-tracking number for businesses that will allow them to track the progress of their application
- 4. Allow businesses to access their registration application using a web-tracking number
- 5. Allow businesses to print a business registration certificate from their location
- 6. Allow businesses to print a license/permit from their location
- 7. Create a unique identifier upon application being accepted by the FPP. The unique identifier shall be based on the location (street address and other criteria) of the establishment
- 8. Create a **new** unique identifier when one of the following **essential data** elements changes for an establishment: business owner, establishment name, establishment address. The **new** unique identifier shall be linked to the old unique identifier for historical purposes.
- 9. Automatically validate and accept changes into the system when **non-essential data** is changed on the registration application (i.e. email address is added). **This should not create a unique identifier**
- 10. Allow businesses to submit completed applications to the appropriate work queue
- 11. Allow businesses to save incomplete applications to be accessed at a later time
- 12. Allow authorized users to 'accept' a registration application into the system or 'reject' a registration application from being saved to the system based on specific criteria
- 13. The system shall validate registration applications and allow businesses to correct data if needed

B. WEB COMPLAINTS PROCESS

This process handles issues that are brought to the attention of the FPP about a food establishment or food product. Consumers can file a complaint via the Web.

The following data elements are required for the web complaints process. **The FPP may add additional data elements during the design phase of the project:**

- Establishment Name
- Establishment ID Number
- Establishment Address
- Complaint Type
- Complaint Description
- Injury Indicator (Y/N)
- Illness Indicator (Y/N)
- Sample Collected Indicator (Y/N)
- County Name
- Complaint Staff Name
- Date of Complaint
- Complainant Name
- Complainant Address
- Complainant Phone Number
- Product label
- Manufacturer/Distributor indicator
- Manufacturer/Distributor Name

The system shall provide the following for the web complaints process:

- 1. Allow consumers to add appropriate information for consumer complaints via the Web
- 2. Allow consumers to submit the complaint to the FPP.
- 3. The system shall move the complaint to the appropriate work queue based on the county.
- 4. If users do not include a county, the system shall move the data to the general FPP queue for review. The FPP shall determine the appropriate action.

C. WEB PLAN REVIEW APPLICATION AND QUESTIONNAIRE (WPR&Q) PROCESS

This process includes documenting plans to help Wholesale food establishments maintain compliance via the Web

The following data elements are required for the WPR&Q process. **The FPP may add additional** data elements during the design phase of the project:

- Business Owner Name
- Business Contact Person
- Business Telephone Number
- Business Mailing Address
- Establishment Name
- Establishment Telephone Number
- Establishment Address
- Projected Start Date for Project
- Projected Due Date for Project
- Project Number
- Engineer/Architect Name
- Engineer/Architect Contact Person
- Engineer/Architect Telephone Number
- Engineer/Architect Mailing Address

The system shall provide the following for the WPR&Q process:

- 1. Allow businesses to add, delete, update, and modify appropriate information for the plan review applications via the Web
- 2. Allow businesses to print plan review applications and questionnaires from their location
- 3. Allow businesses to submit plan review applications and questionnaires to the appropriate work queue via the Web (based on county)
- 4. The system shall generate a web-tracking number for businesses to access their plan review application and questionnaire
- 5. The system shall **NOT** allow central users to 'accept' plan review applications and Questionnaires into the system until all required data (i.e. construction plans) has been received by the FPP. The system shall hold Web Plan Review Applications and Questionnaires in the appropriate queue until an authorized central user receives the required data and releases the hold

D. WEB OPERATORS RESPONSE TO INSPECTION (WORI) PROCESS

This process helps business owners provide feedback to the FPP.

The following data elements are required for the WORI process. **The FPP may add additional data elements during the design phase of the project**:

- Business Owner Name
- Establishment Name
- Establishment Address
- Comments

The system shall provide the following for the web ORI process:

- 1. Allow business users to add appropriate information for the ORI forms via the Web
- 2. The system shall allow businesses to submit the ORI form to the appropriate work queue. For example, if the ORI form is based on an inspection performed in Morgan County, the form shall be moved to the Morgan county work queue.
- 3. Allow businesses to print ORI forms from their location

E. PUBLIC ACCESS TO INSPECTIONS VIA THE WEB

This process allows the general public to access completed food inspections via the Web

- 1. Allow consumers a means to view food establishment inspections via the Web
- 2. Allow consumers to search for inspections using multiple search criteria. For example, consumers may search for an establishment's full or partial name, etc.
- 3. Inspection information shall be displayed via the Web

END OF FUNCTIONAL REQUIREMENTS